SJS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The IS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

| and civil docket sizet. (See in | STRUCTIONS ON THE RETTE | | | | | | | | |
|---|--|---|-----------------------|---|---------------------------|---|----------------------------------|--|--|
| I. (a) PLAINTIFFS | | | | DEFENDANTS | | | | | |
| NICOLE LYONS | NCO FINANCIAL SYSTEMS, INC. | | | | | | | | |
| | | | | | | | | | |
| (b) County of Residence | | County of Residence of First Listed Defendant | | | | | | | |
| (c) Attorney's (Firm Na | iress) | NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE | | | | | | | |
| Craig Thor Kimmel, Es | squire | | | | | VOLVED. | | | |
| Kimmel & Silverman, | | | | Attorneys (If Know | | | | , | |
| 30 E. Butler Pike | | | | Attorneys (11 Know | vo) | | | | |
| Ambler, PA 19002 | | | | | | | | | |
| (215) 540-8888 | | | | | | | | · · · · · · · · · · · · · · · · · · · | |
| II. BASIS OF JURISD | OICTION (Place an "X" in | One Box Only) | | | | UNCIP. | AL PARTIES | (Place an "X" in One Box for Plaintiff and One Box for Defendant) | |
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| 2 U.S. Government | ☐ 4 Diversity | | Citizz | n of Another State | 0 | 2 🖸 2 | Incorporated and | | |
| Defendant | | of Parties in Item III) | | | | of Business In Another State | | | |
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| V. ORIGIN (Place | e an "X" in One Box Only) | | | | | | | Appeal to District | |
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| THE DECLESORS OF | <u></u> | | | DEMAND S | | | CHECK YES on | ly if demanded in complaint: | |
| VII. REQUESTED II | UNDER F.R.C.P. | | DIX . | 4 | | | JURY DEMANI | | |
| COMPLAINT: | | | | | | | | | |
| VIII. RELATED CA | SE(S) (See instructions): | | | <i>'</i> | | DO: | erri ku trabed | | |
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UNITED STATES DISTRICT COURT

| Address of Plaintiff: 1 Definersh Court, & Marlt | on, N.T 08053 |
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| Address of Defendant: | |
| Place of Accident, Incident or Transaction; | · · · · · · · · · · · · · · · · · · · |
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| Does this civil action involve a nongovernmental corporate party with any parent corporation at | nd any publicly held corporation owning 10% or merc of its stock? |
| (Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a)) | Yes O Not |
| Does this case involve multidistrict litigation possibilities? | Yes□ No□ |
| RELATED CASE, IF ANY: | |
| Case Number: Judge | Date Terminated: |
| Civil cases are deemed related when yes is answered to any of the following questions: | |
| 1. Is this case related to property included in an earlier numbered suit pending or within one ye | ar previously terminated action in this court? |
| | Yeso Not |
| 2. Does this case involve the same issue of fact or grow out of the same transaction as a prior s action in this court? | uit pending or within one year previously terminated |
| action in mis court; | Yes□ No□ |
| 3. Does this case involve the validity or infringement of a patent already in suit or any earlier n | |
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| 4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil right. | s easa filed by the same individual? |
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| CIVIL; (Place ✓ in ONE CATEGORY ONLY) | |
| A. Federal Question Cases: | B. Diversity Jurisdiction Cases: |
| 1. Indemnity Contract, Marine Contract, and All Other Contracts | 1. ☐ Insurance Contract and Other Contracts |
| 2. □ FELA | 2. C Airplane Personal Injury |
| 3. □ Jones Act-Personal Injury | 3. □ Assault, Defamation |
| 4. Antitrust | 4. Marine Personal Injury |
| 5. Patent | 5. Motor Vehicle Personal Injury |
| 6. Labor-Management Relations | 6. □ Other Personal Injury (Please |
| | specify) |
| 7. Civil Rights | 7. Products Liability |
| 8. Habeas Corpus | 8. Products Liability — Asbestos |
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| Relief other than monetary damages is sought. | |
| DATE: 12-9-10 Crturg /hor-Kimmel | 57100 |
| DATE: 10 110 (100 Attorney-at-Law | Auomey I.D.# |
| NOTE: A trial de novo will be a trial by jury only if the | |
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| I certify that, to my knowledge, the within case is not related to any case now pending or except as noted above. | within one year previously terminated action in this court |
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| DATE: 12-4-10 (rug MK/mme) | <u> </u> |
| CIV. 609 (6/08) | Attorney I.D.# |

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

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| N | CO Financial Si | istems, Inc. | | NO. | |
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| ٠. | 12-9-10 Date | Attorney-at-law | Kimmel_ | Nicole Lyons Attorney for | |
| . (| 215 54148888 | 877-788-286 | , <u>y</u> . | Kimmel@creditlaw | com |
| | Telephone | FAX Number | | \ E-Mail Address | |

(Civ. 660) 10/02

UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

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NICOLE LYONS,

Plaintiff

Plainuii

v.

NCO FINANCIAL SYSTEMS, INC.,

Defendant

Case No.:

COMPLAINT AND DEMAND FOR JURY TRIAL

(Unlawful Debt Collection Practices)

COMPLAINT

NICOLE LYONS ("Plaintiff"), by her attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

INTRODUCTION

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. ("FDCPA").

JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- 3. Defendant conducts business in the State of Pennsylvania and therefore, personal jurisdiction is established.
 - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
 - 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Marlton, New Jersey, 08053.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- 9. Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6), and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties. See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The

operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.

14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
- 16. The alleged debt at issue arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Beginning on or November 2009 and continuing until May 2010, Defendant, its agents, employees, and servants, engaged in debt collection activities seeking payment from Plaintiff.
- 18. Defendant, its employees and servants harassed the Plaintiff by making continuous calls to her home telephone number and cellular telephone number.
- 19. Plaintiff received phone calls and voice messages from Defendant on a number of occasions from the following phone numbers (877) 517-1978 and (800) 974-9728. The undersigned has confirmed that the numbers belongs to the Defendant.
- 20. Defendant has left messages on the Plaintiff's shared home answering machine indicating that the call is being made in attempt to collect a debt.
 - 21. After the initial correspondence with Defendant back in November of

2009, Plaintiff has still not received a letter notifying her of her rights and privileges under the law, specifically the right to dispute and/or seek validation of the debt.

- 22. Defendant has failed to provide any documentation detailing the purchases, payments, interest, and late charges, if any, thereby making it impossible for Plaintiff to determine whether or not she owes the alleged debt and whether the alleged debt was correctly calculated.
- 23. Upon information and belief, Defendant sought to collect a debt from Plaintiff despite the fact that it had no knowledge of its validity.
- 24. Defendant's actions in attempting to collect the alleged debt were harassing, and highly deceptive.

CONSTRUCTION OF APPLICABLE LAW

- 25. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp., 233 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); <u>Clomon v. Jackson</u>, 988 F. 2d 1314 (2d Cir. 1993).
- 26. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F.

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 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." <u>Johnson v. Riddle</u>, 305 F. 3d 1107 (10th Cir. 2002).

27. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public - that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 28. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
 - a. Defendant violated of the FDCPA generally;
 - b. Defendant violated § 1692b(2) of the FDCPA by stating the Plaintiff owed a debt to another person, specifically leaving

| messages on | a | home | answering | machine | accessed | by | more | ther |
|-------------|---|------|-----------|---------|----------|----|------|------|
| one person; | | | | | | | | |

- c. Defendant violated § 1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
- d. Defendant violated § 1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
- e. Defendant violated § 1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
- f. Defendant violated § 1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;
- g. Defendant violated § 1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of her rights to dispute the debt or request verification of the debt;
- h. Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

WHEREFORE, Plaintiff, NICOLE LYONS, respectfully pray for a judgment as follows:

a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);

DATED: 12-9-10

- b. Statutory damages of \$1,000.00 for each violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C.

 § 1693k(a)(3); and
- d. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, NICOLE LYONS, demands a jury trial in this case.

RESPECTFULLY SUBMITTED,

KIMMEL & SILVERMAN, P.C

BY:

Craig Thor Kimmel
Attorney ID # 57100
Kimmel & Silverman, P.C.
30 E. Butler Pike

Ambler, PA 19002

Phone: (215) 540-8888 Fax: (215) 540-8817

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